

## Scorecard &gt;

1.0 Customer					+ ADD
	As of Date	Actual	Goal	FYTD Actual	FYTD Goal
Expand Community Outreach Program (NU2-1)					
Outreach Events (Neighborhood P.R.I.D.E. Program)	Jun 2007	105	74	1,052	530
Community Meetings	Jun 2007	101	72	810	540
Increase Access to Government Services (NU2-2)					
Citizens Reached	Jun 2007	24,841	n/a	190,324	80,000
Government on the Go Bus (Sites Visited)	Jul 2007	40	30	386	300
Citizens' Academy Graduates	Jun 2007	0	0	33	40
Team Metro Portal Web-site visits	Jun 2007	25,136	15,000	177,548	135,000
Improve Customer Satisfaction					
Telephone Recognition Program	Jun 2007	78 %	80 %	77 %	80 %
Improve Neighborhood Compliance (NU4-1)					
Abandoned Property-Percentage of Voluntary Compliance	Jun 2007	65 %	65 %	85 %	65 %
Junk/Trash/Overgrowth-Percent of Voluntary Compliance	Jun 2007	50 %	65 %	71 %	65 %
Effective Lien Settlement and Collection	Jul 2007	210	150	1,637	1,500
Improve Code Compliance Responsiveness (NU4-2)					
Average Days to 1st Inspection for Junk/Trash/Overgrowth	Jun 2007	7	15	5	15
Average Days to 1st Inspection for Abandoned Property	Jun 2007	15	15	8	15
Average Days to 1st Inspection for Minimum Housing	Jul 2007	4	15	3	15
Beautify Residential Areas (NU5-1)					
Percent of Signs Removed (Sortie)	Jun 2007	85 %	85 %	84 %	85 %
Percentage of Graffiti Cases Closed	Jun 2007	99 %	90 %	90 %	90 %
Percent of Enforcement Cases Closed	Jun 2007	100 %	90 %	89 %	90 %
2.0 Financial					+ ADD
	As of Date	Actual	Goal	FYTD Actual	FYTD Goal
Meet Budget Targets (Team Metro)					
Revenue: Total (Team Metro)	FY07 Q3	\$1,750 K	\$1,648 K	\$4,690 K	\$11,474 K
Expen: Total (Team Metro)	FY07 Q3	\$4,460 K	\$4,914 K	\$14,339 K	\$14,742 K
Positions: Full-Time Filled (Team Metro)	FY07 Q3	223	247	n/a	n/a
3.0 Internal					+ ADD
	As of Date	Actual	Goal	FYTD Actual	FYTD Goal
Employee Retention					
Vacant Positions	Jun 2007	24	11	171	99
Monthly Turnover	Jun 2007	0.4 %	1.0 %	2.4 %	7.0 %
Temporary Positions	Jun 2007	2	2	19	38
Acquire and Integrate Technology (ES4-5)					
Monthly Individual Performance Report (IPR)	Jun 2007	88 %	80 %	81 %	80 %
4.0 Learning and Growth					+ ADD
	As of Date	Actual	Goal	FYTD Actual	FYTD Goal
Training and Education (NU2-3)					
Employees Trained (Total)	Jun 2007	225	18	894	162

Initiatives >

Scorecard Details >

<u>Exception Report</u>		Owners	Monitors
Scorecard Name:	Team Metro	<a href="#">Daniel, Aneisha</a> <a href="#">Walthour, Sam</a>	<a href="#">Bustamante, Ana</a> <a href="#">Munoz, Alex</a>
Description:	<a href="#">Anderson, Michael</a> <a href="#">Blanc, Newton</a>		
Parent Scorecards		Child Scorecards	
<a href="#">ACM Scorecard - Munoz, Alex</a>		<a href="#">Team Metro - Northside</a>	
		<a href="#">Team Metro - Kendall</a>	
		<a href="#">Team Metro - Melrose</a>	
		<a href="#">Team Metro - Northwest</a>	
		<a href="#">Team Metro - South</a>	
		<a href="#">Team Metro - Northeast</a>	
		<a href="#">Team Metro - Tamiami</a>	
		<a href="#">Team Metro - West</a>	
		<a href="#">Team Metro - Administration</a>	
		<a href="#">Team Metro - Operations</a>	

External Applications >

 [Business Plan](#)

Attachments >

Title	Status	Check Out
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## Customer Perspective

Objective Name	Owner(s)
Expand Community Outreach Program (NU2-1)	Aneisha Daniel

Initiatives Linked To Objective	Owner(s)	GrandParent Objectives
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### Parent Objectives









Measure	Owner(s)
Outreach Events (Neighborhood P.R.I.D.E. Program)	Suzanne Salichs Newton Blanc Aneisha Daniel Olga Espinosa

Departmental number of outreach projects including, wall paint outs, litter pick ups, community information fairs, information sweeps, hurricane fairs, school events, beautification projects, etc. This data is collected on a monthly basis by regional office.

Performance	Initiatives Linked To Measure	Owner(s)
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Ind	Actual	Goal	Variance	Date
	105	74	31	6/30/2007



Child Measures Linked To Measure				
Ind	Name	Actual	Goal	Date
	Kendall Office PRIDE Projects	11	10	Jul 2007
	Melrose Office PRIDE Projects	22	8	Jul 2007
	Northeast Office PRIDE Projects	11	10	Jul 2007
	Northside Office PRIDE Projects	8	8	Jul 2007
	Northwest Office PRIDE Projects	8	8	Jul 2007
	South Office PRIDE Projects	16	10	Jul 2007
	Tamiami Office PRIDE Projects	10	10	Jun 2007
	West Office PRIDE Projects	12	10	Jul 2007

**Measure**
**Owner(s)**

Community Meetings

Aneisha Daniel Olga Espinosa Grisel Rodriguez Suzanne Salichs

Number of community meetings attended by Team Metro staff

**Performance**

Ind	Actual	Goal	Variance	Date
	101	72	29	6/30/2007


**Initiatives Linked To Measure**
**Owner(s)**
**Child Measures Linked To Measure**

Ind	Name	Actual	Goal	Date
	Kendall Office Community Meetings	11	10	Jul 2007
	Melrose Office Community Meetings	9	6	Jul 2007
	Northeast Office Community Meetings	7	10	Jul 2007
	Northside Office Community Meetings	5	8	Jul 2007
	Northwest Office Community Meetings	9	8	Jul 2007
	South Office Community Meetings	8	10	Jul 2007
	Tamiami Office Community Meetings	12	10	Jun 2007
	West Office Community Meetings	10	10	Jul 2007

**Objective Name****Owner(s)**

Beautify Residential Areas (NU5-1)

Aneisha Daniel

**Initiatives Linked To Objective****Owner(s)****GrandParent Objectives****Parent Objectives****Measure****Owner(s)**

Percent of Signs Removed (Sortie)

Aneisha Daniel

Percentage of signs removed from the public right-of-way within 10 days of open case (Chapter 2). Data Source: Service Stat

**Performance**

Ind	Actual	Goal	Variance	Date
	85 %	85 %	(0) %	6/30/2007

**Initiatives Linked To Measure****Owner(s)****Child Measures Linked To Measure**

Ind	Name	Actual	Goal	Date
	Percent of Signs Removed (Kendall)	84 %	90 %	Jun 2007
	Percent of Signs Removed (Melrose)	100 %	90 %	Jun 2007
	Percent of Signs Removed (Northeast)	91 %	90 %	Jun 2007
	Percent of Signs Removed (Northside)	95 %	90 %	Jun 2007
	Percent of Signs Removed (Northwest)	48 %	90 %	Jun 2007
	Percent of Signs Removed (South)	84 %	90 %	Jun 2007
	Percent of Signs Removed (Tamiami)	81 %	90 %	Jun 2007
	Percent of Signs Removed (West)	95 %	90 %	Jun 2007


Measure	Owner(s)
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Percentage of Graffiti Cases Closed

Aneisha Daniel

Percentage of graffiti cases (Chapter 21) from case open date to closed within 30 days. Data Source: Service Stat

#### Performance

Ind	Actual	Goal	Variance	Date
	99 %	90 %	9 %	6/30/2007



#### Initiatives Linked To Measure

Owner(s)

##### Child Measures Linked To Measure

Ind	Name	Actual	Goal	Date
	Graffiti Cases Closed - Percentage (Kendall)	41 %	90 %	Jul 2007
	Graffiti Cases Closed - Percentage (Melrose)	100 %	90 %	Jul 2007
	Graffiti Cases Closed - Percentage (Northeast)	n/a	n/a	Jun 2007
	Graffiti Cases Closed - Percentage (Northside)	n/a	n/a	Jun 2007
	Graffiti Cases Closed - Percentage (Northwest)	100 %	90 %	Jun 2007
	Graffiti Cases Closed - Percentage (South)	98 %	90 %	Jun 2007
	Graffiti Cases Closed - Percentage (Tamiami)	100 %	90 %	Jun 2007
	Graffiti Cases Closed - Percentage (West)	98 %	90 %	Jun 2007


Measure	Owner(s)
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Percent of Enforcement Cases Closed

Aneisha Daniel

Percentage of junk/trash and overgrowth (Chapter 19 - nuisance) complaints responded from case open to case closed within 90 days. Data Source: Service Stat

#### Performance









Ind	Actual	Goal	Variance	Date
	100 %	90 %	10 %	6/30/2007



#### Initiatives Linked To Measure

Owner(s)

##### Child Measures Linked To Measure

Ind	Name	Actual	Goal	Date
	Percent of Enforcement Cases Closed (Kendall)	100 %	90 %	Jun 2007
	Percent of Enforcement Cases Closed (Melrose)	100 %	90 %	Jun 2007
	Percent of Enforcement Cases Closed (Northeast)	100 %	90 %	Jun 2007
	Percent of Enforcement Cases Closed (Northside)	100 %	90 %	Jun 2007
	Percent of Enforcement Cases Closed (Northwest)	100 %	90 %	Jun 2007
	Percent of Enforcement Cases Closed (South)	100 %	90 %	Jun 2007
	Percent of Enforcement Cases Closed (Tamiami)	99 %	90 %	Jun 2007
	Percent of Enforcement Cases Closed (West)	100 %	90 %	Jun 2007

**Objective Name****Owner(s)**

Increase Access to Government Services (NU2-2)

Aneisha Daniel Sam Walthour

**Initiatives Linked To Objective****Owner(s)****GrandParent Objectives****Parent Objectives****Measure****Owner(s)**

Citizens Reached

Aneisha Daniel Sam Walthour

**Performance**

Ind	Actual	Goal	Variance	Date
	24,841	n/a	n/a	6/30/2007

**Initiatives Linked To Measure****Owner(s)****Child Measures Linked To Measure**

Ind	Name	Actual	Goal	Date
▲	Government on the Go Bus (Citizens Reached)	996	950	Jul 2007
	Regional Office Walk-Ins	10,625	n/a	Jun 2007
	Regional Office Phone Calls Received	13,274	n/a	Jun 2007


**Measure**
**Owner(s)**

Government on the Go Bus (Sites Visited)

Maria Dela-Milera Aneisha Daniel Olga Espinosa Grisel Rodriguez

Number of sites visited by two Government on the Go Buses

**Performance**

Ind	Actual	Goal	Variance	Date
	40	30	10	7/31/2007

**Initiatives Linked To Measure**
**Owner(s)**
**Child Measures Linked To Measure**

Ind	Name	Actual	Goal	Date
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**Measure**
**Owner(s)**

Citizens' Academy Graduates

 Lourdes Avalos Aneisha Daniel Olga Espinosa Grisel Rodriguez  
Suzanne Salichs

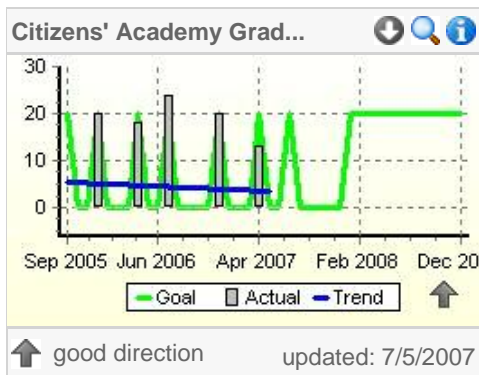
Number of residents who graduate from the Team Metro Citizens' Academy on a quarterly basis. Note: The Academy is a 13-week program and residents will not be graduating monthly; however, the Academy calendar does not align with the fiscal quarters.

**Performance**

Ind	Actual	Goal	Variance	Date
	0	0	0	6/30/2007

**Initiatives Linked To Measure**
**Owner(s)**
**Child Measures Linked To Measure**

Ind	Name	Actual	Goal	Date
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## Measure

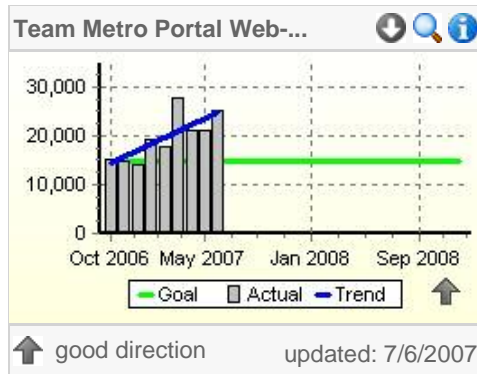
Owner(s)

Team Metro Portal Web-site visits

Aneisha Daniel Ana Utset Sam Walthour

## Performance

Ind	Actual	Goal	Variance	Date
	25,136	15,000	10,136	6/30/2007



## Initiatives Linked To Measure

Owner(s)

## Child Measures Linked To Measure

Ind	Name	Actual	Goal	Date
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**Objective Name****Owner(s)**

Improve Customer Satisfaction

Aneisha Daniel

**Initiatives Linked To Objective****Owner(s)**

Customer Feedback Plan

Aneisha Daniel

**GrandParent Objectives****Parent Objectives****Measure****Owner(s)**

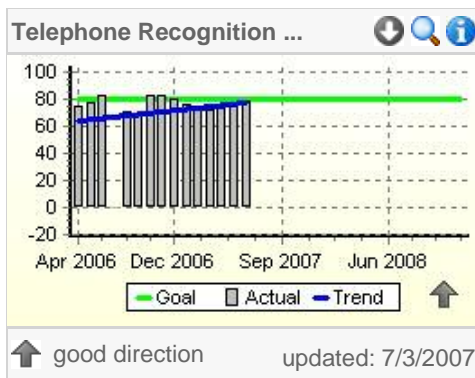
Telephone Recognition Program

Jennifer Walker Aneisha Daniel

Departmental program for monitoring how employees interact with customers by phone by division

**Performance**

Ind	Actual	Goal	Variance	Date
■	78 %	80 %	(2) %	6/30/2007

**Initiatives Linked To Measure****Owner(s)****Child Measures Linked To Measure**

Ind	Name	Actual	Goal	Date
■	Telephone Recognition Program (Northside)	78 %	80 %	Jun 2007
■	Telephone Recognition Program (Northeast)	78 %	80 %	Jun 2007
■	Telephone Recognition Program (Northwest)	73 %	80 %	Jun 2007
▲	Telephone Recognition Program (Tamiami)	94 %	80 %	Jun 2007
▲	Telephone Recognition Program (Kendall)	84 %	80 %	Jun 2007
■	Telephone Recognition Program (West)	76 %	80 %	Jun 2007
▲	Telephone Recognition Program (Melrose)	92 %	80 %	Jun 2007
■	Telephone Recognition Program (South)	75 %	80 %	Jun 2007
■	Telephone Recognition Program (Administration)	73 %	80 %	Jun 2007
■	Telephone Recognition Program (Operations)	71 %	80 %	Jun 2007
▼	Telephone Recognition Program (Directors Office)	64 %	80 %	Jun 2007

**Objective Name****Owner(s)**

Improve Neighborhood Compliance (NU4-1)

Aneisha Daniel

**Initiatives Linked To Objective****Owner(s)****GrandParent Objectives****Parent Objectives****Measure****Owner(s)**

Abandoned Property-Percentage of Voluntary Compliance

Aneisha Daniel

Percentage of abandoned property brought into compliance through a warning letter within the reporting period (month). Data Source: CMS (Problem Type 15) - Report Compliance Method Analysis

**Performance**

Ind	Actual	Goal	Variance	Date
▲	65 %	65 %	0 %	6/30/2007

**Initiatives Linked To Measure****Owner(s)****Child Measures Linked To Measure**

Ind	Name	Actual	Goal	Date
▼	Abandoned Property-Percentage of Voluntary Compliance (Kendall)	45 %	65 %	Jun 2007
▼	Abandoned Property-Percentage of Voluntary Compliance (Melrose)	10 %	65 %	Jul 2007
▲	Abandoned Property-Percentage of Voluntary Compliance (Northeast)	74 %	65 %	Jun 2007
▲	Abandoned Property-Percentage of Voluntary Compliance (Northside)	91 %	65 %	Jul 2007
▲	Abandoned Property-Percentage of Voluntary Compliance (Northwest)	600 %	65 %	Jul 2007
▲	Abandoned Property-Percentage of Voluntary Compliance (South)	90 %	65 %	Jul 2007
▲	Abandoned Property-Percentage of Voluntary Compliance (Tamiami)	129 %	65 %	Jun 2007
▲	Abandoned Property-Percentage of Voluntary Compliance (West)	80 %	65 %	Jul 2007

Measure	Owner(s)
Junk/Trash/Overgrowth-Percent of Voluntary Compliance	Aneisha Daniel

Percentage of junk, trash and overgrowth brought into compliance through a warning letter within the reporting period (month).  
Data Source: CMS (Problem Type 13) - Report Compliance Method Analysis

Performance				
Ind	Actual	Goal	Variance	Date
▼	50 %	65 %	(15) %	6/30/2007



Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure				
Ind	Name	Actual	Goal	Date
▼	Junk/Trash/Overgrowth-Percent of Voluntary Compliance (Kendall)	34 %	65 %	Jun 2007
▼	Junk/Trash/Overgrowth-Percent of Voluntary Compliance (Melrose)	0 %	65 %	Jul 2007
▲	Junk/Trash/Overgrowth-Percent of Voluntary Compliance (Northeast)	65 %	65 %	Jun 2007
▲	Junk/Trash/Overgrowth-Percent of Voluntary Compliance (Northside)	73 %	65 %	Jul 2007
▲	Junk/Trash/Overgrowth-Percent of Voluntary Compliance (Northwest)	96 %	65 %	Jul 2007
▲	Junk/Trash/Overgrowth-Percent of Voluntary Compliance (South)	72 %	65 %	Jul 2007
■	Junk/Trash/Overgrowth-Percent of Voluntary Compliance (Tamiami)	52 %	65 %	Jun 2007
■	Junk/Trash/Overgrowth-Percent of Voluntary Compliance (West)	54 %	65 %	Jul 2007

Measure	Owner(s)
Effective Lien Settlement and Collection	Michael Anderson Carmen Murga

When property owners fail to comply or pay for code violations, cases are sent to the Lien & Collections Section. Team Metro recovers County costs for enforcement of code violations and secures the County's interest in enforced properties by placing liens on real property. Liens are then negotiated and settled by Team Metro lien collection employees.

Performance				
Ind	Actual	Goal	Variance	Date
▲	210	150	60	7/31/2007



Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure				
Ind	Name	Actual	Goal	Date
▲	Total number of Notice Of Intent to Lien (NOIL)	177	100	Jul 2007
▲	Total number of Liens recorded	251	70	Jul 2007

**Objective Name****Owner(s)**

Improve Code Compliance Responsiveness (NU4-2)

Aneisha Daniel

**Initiatives Linked To Objective****Owner(s)****GrandParent Objectives****Parent Objectives****Measure****Owner(s)**

Average Days to 1st Inspection for Junk/Trash/Overgrowth









Aneisha Daniel

Average Days from open to 1st inspection for junk/trash/overgrowth (chapter 19) within a month. Data source: CMS (Problem type 13) - Report: Average Length of Compliance Processing Time

**Performance**

Ind	Actual	Goal	Variance	Date
	7	15	8	6/30/2007

**Initiatives Linked To Measure****Owner(s)****Child Measures Linked To Measure**

Ind	Name	Actual	Goal	Date
	Average Days to 1st Inspection for Junk/Trash/Overgrowth (Kendall)	7	15	Jun 2007
	Average Days to 1st Inspection for Junk/Trash/Overgrowth (Melrose)	0	15	Jun 2007
	Average Days to 1st Inspection for Junk/Trash/Overgrowth (Northeast)	12	15	Jun 2007
	Average Days to 1st Inspection for Junk/Trash/Overgrowth (Northside)	3	15	Jul 2007
	Average Days to 1st Inspection for Junk/Trash/Overgrowth (Northwest)	4	15	Jul 2007
	Average Days to 1st Inspection for Junk/Trash/Overgrowth (South)	9	15	Jul 2007
	Average Days to 1st Inspection for Junk/Trash/Overgrowth (Tamiami)	11	15	Jun 2007
	Average Days to 1st Inspection for Junk/Trash/Overgrowth (West)	2	15	Jul 2007

**Measure**
**Owner(s)**

Average Days to 1st Inspection for Abandoned Property









Aneisha Daniel

Average Days from open to 1st inspection for abandoned property (chapter 19) within a month. Data source: CMS (Problem type 15)  
- Report: Average Length of Compliance Processing Time

**Performance**

Ind	Actual	Goal	Variance	Date
	15	15	0	6/30/2007


**Initiatives Linked To Measure**
**Owner(s)**
**Child Measures Linked To Measure**

Ind	Name	Actual	Goal	Date
	Average Days to 1st Inspection for Abandoned Property (Kendall)	4	15	Jun 2007
	Average Days to 1st Inspection for Abandoned Property (Melrose)	0	15	Jun 2007
	Average Days to 1st Inspection for Abandoned Property (Northeast)	42	15	Jun 2007
	Average Days to 1st Inspection for Abandoned Property (Northside)	3	15	Jul 2007
	Average Days to 1st Inspection for Abandoned Property (Northwest)	21	15	Jun 2007
	Average Days to 1st Inspection for Abandoned Property (South)	15	15	Jul 2007
	Average Days to 1st Inspection for Abandoned Property (Tamiami)	26	15	Jun 2007
	Average Days to 1st Inspection for Abandoned Property (West)	8	15	Jul 2007

**Measure**
**Owner(s)**

Average Days to 1st Inspection for Minimum Housing

Karen Alexander Aneisha Daniel

Average Days From Open to 1st Inspection for Minimum Housing (Chapter 17) within a month. Data Source: CMS (Problem Type 50, 55, 57) - Report Average Length of Compliance Processing Time

**Performance**

Ind	Actual	Goal	Variance	Date
	4	15	11	7/31/2007


**Initiatives Linked To Measure**
**Owner(s)**
**Child Measures Linked To Measure**

Ind	Name	Actual	Goal	Date
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## Financial Perspective

### Objective Name

Owner(s)

Meet Budget Targets (Team Metro)

Doralyn Braithwaite Aneisha Daniel Sam Walthour

### Initiatives Linked To Objective

Owner(s)

Regional Office Revenue Targets

Aneisha Daniel

### GrandParent Objectives

Planned necessary resources to meet current and future operating and capital needs (priority outcome)

### Parent Objectives

(ES8.2.1) Meet Budget Targets

### Measure

Owner(s)

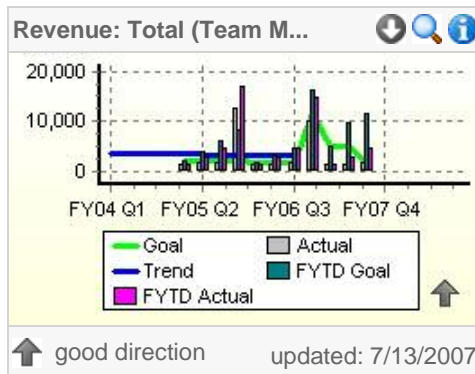
Revenue: Total (Team Metro)

Doralyn Braithwaite Aneisha Daniel Sam Walthour

Total revenue in \$1,000s (from FAMIS)

### Performance

Ind	Actual	Goal	Variance	Date
▲	\$1,750 K	\$1,648 K	\$102 K	6/30/2007



### Initiatives Linked To Measure

Owner(s)

### Child Measures Linked To Measure

Ind	Name	Actual	Goal	Date
▲	Team Metro Code Fines & Fees Revenue	311	262	FY07 Q3
▲	Team Metro Direct Sales & Misc Revenue	388	211	FY07 Q3
▲	Team Metro GF Revenue	0	0	FY07 Q3
▼	Team Metro Lien Collection Revenue	1,051	1,175	FY07 Q3

**Measure**
**Owner(s)**

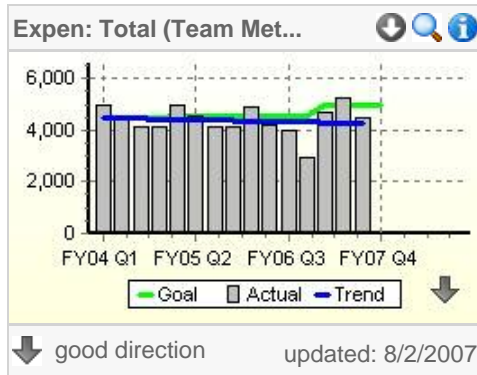
Expen: Total (Team Metro)

Doralyn Braithwaite Aneisha Daniel Sam Walthour

Total expenditures in \$1,000s (from roll-up of Personnel, Other Operating, and Capital)

**Performance**

Ind	Actual	Goal	Variance	Date
▲	\$4,460 K	\$4,914 K	\$454 K	6/30/2007


**Initiatives Linked To Measure**
**Owner(s)**
**Child Measures Linked To Measure**

Ind	Name	Actual	Goal	Date
▲	Expen: Personnel (Team Metro)	\$3,700	\$4,201	FY07 Q3
▼	Expen: Other Operating (Team Metro)	\$760	\$698	FY07 Q3
▲	Expen: Capital (Team Metro)	\$0	\$15	FY07 Q3
▲	Expen: Non-Operating (Team Metro)	\$0 K	\$0 K	FY07 Q3

**Measure**
**Owner(s)**

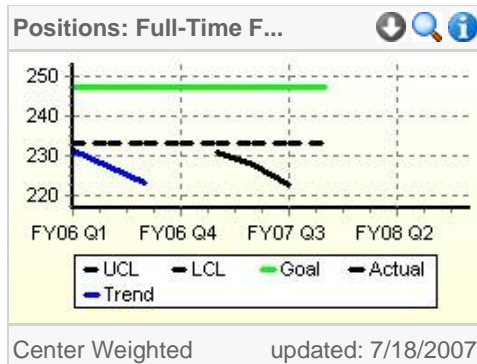
Positions: Full-Time Filled (Team Metro)

Sam Walthour

The "actual" reflects the number of full-time positions that are filled; the "goal" reflects the number of full-time budgeted positions.

**Performance**

Ind	Actual	Goal	Variance	Date
▼	223	247	(24)	6/30/2007


**Initiatives Linked To Measure**
**Owner(s)**
**Child Measures Linked To Measure**

Ind	Name	Actual	Goal	Date
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Internal Perspective

Objective Name	Owner(s)
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Employee Retention	Aneisha Daniel Jennifer Walker
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Initiatives Linked To Objective	Owner(s)	GrandParent Objectives
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Parent Objectives
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Measure	Owner(s)
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Vacant Positions	Jennifer Walker
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Maintain departmental stats on vacant positions

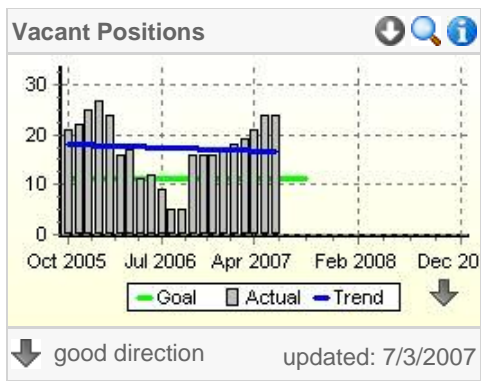
Performance
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Ind	Actual	Goal	Variance	Date
☑	24	11	(13)	6/30/2007

Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure
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Ind	Name	Actual	Goal	Date
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Measure	Owner(s)
Monthly Turnover	Michael Anderson Jennifer Walker

Monthly turnover calculated # separations/total positions

#### Performance

Ind	Actual	Goal	Variance	Date
	0.4 %	1.0 %	0.6 %	6/30/2007



#### Initiatives Linked To Measure

Owner(s)

#### Child Measures Linked To Measure

Ind	Name	Actual	Goal	Date
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Measure	Owner(s)
Temporary Positions	Jennifer Walker

Maintain departmental stats on temporary positions

#### Performance

Ind	Actual	Goal	Variance	Date
	2	2	0	6/30/2007



#### Initiatives Linked To Measure

Owner(s)

#### Child Measures Linked To Measure

Ind	Name	Actual	Goal	Date
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**Objective Name****Owner(s)**

Acquire and Integrate Technology (ES4-5)

Aneisha Daniel Ana Utset

**Initiatives Linked To Objective****Owner(s)****GrandParent Objectives****Parent Objectives****Measure****Owner(s)**

Monthly Individual Performance Report (IPR)

Newton Blanc Aneisha Daniel

This measure reflects the Team Metro Compliance officers monthly performance index from the Individual Performance Report (I.P.R.) . The I.P.R. compares weighted performance measures, customized to the specific classification, to established performance standards. The weighted scores are combined to reflect the monthly performance index. The average monthly performance index for all Team Metro Compliance officers is reported below. Data Source: CMS Performance Menu - Management Reports Menu - Summary Weighted Score by Staff (Compliance Officer)

**Performance**

Ind	Actual	Goal	Variance	Date
▲	88 %	80 %	8 %	6/30/2007

**Initiatives Linked To Measure****Owner(s)****Child Measures Linked To Measure**

Ind	Name	Actual	Goal	Date
▲	Monthly Individual Performance Report (Kendall)	87 %	80 %	Jun 2007
▲	Monthly Individual Performance Report (Northside)	95 %	80 %	Jun 2007
▲	Monthly Individual Performance Report (Northeast)	76 %	80 %	Jun 2007
▲	Monthly Individual Performance Report (Northwest)	78 %	80 %	Jun 2007
▲	Monthly Individual Performance Report (Tamiami)	81 %	80 %	Jun 2007
▲	Monthly Individual Performance Report (West)	93 %	80 %	Jun 2007
▲	Monthly Individual Performance Report (Melrose)	103 %	80 %	Jun 2007
▲	Monthly Individual Performance Report (South)	89 %	80 %	Jun 2007

Learning and Growth Perspective

Objective Name	Owner(s)
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Training and Education (NU2-3)	Aneisha Daniel Olga Espinosa
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Initiatives Linked To Objective	Owner(s)	GrandParent Objectives
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Parent Objectives
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Measure	Owner(s)
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Employees Trained (Total)	Lourdes Avalos Aneisha Daniel Olga Espinosa
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The number of employees trained by regional office (2 per office).

Performance
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Ind	Actual	Goal	Variance	Date
	225	18	207	6/30/2007



Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure
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Ind	Name	Actual	Goal	Date
	Employees Trained (Central)	55	2	Jun 2007
	Employees Trained (Kendall)	31	2	Jun 2007
	Employees Trained (Melrose)	9	2	Jun 2007
	Employees Trained (Northeast)	19	2	Jun 2007
	Employees Trained (Northside)	25	2	Jun 2007
	Employees Trained (Northwest)	17	2	Jun 2007
	Employees Trained (South)	16	2	Jun 2007
	Employees Trained (Tamiami)	24	2	Jun 2007
	Employees Trained (West)	29	2	Jun 2007

**Measure**
**Owner(s)**

Training Hours Provided


Lourdes Avalos Olga Espinosa Aneisha Daniel Suzanne Salichs


Total amount of training hours provided by the Community Education Unit.

**Performance**

Ind	Actual	Goal	Variance	Date
	75	12	63	6/30/2007


**Initiatives Linked To Measure**
**Owner(s)**
**Child Measures Linked To Measure**

Ind	Name	Actual	Goal	Date
	Number of Hours Trained for External Clients	0	0	Jun 2007
	Number of Hours Trained for Internal Staff	75	12	Jun 2007

Initiatives Linked To Scorecard						
Name	Project	Status	%	\$		Owner(s)